



NAVAL SUPPLY SYSTEMS COMMAND

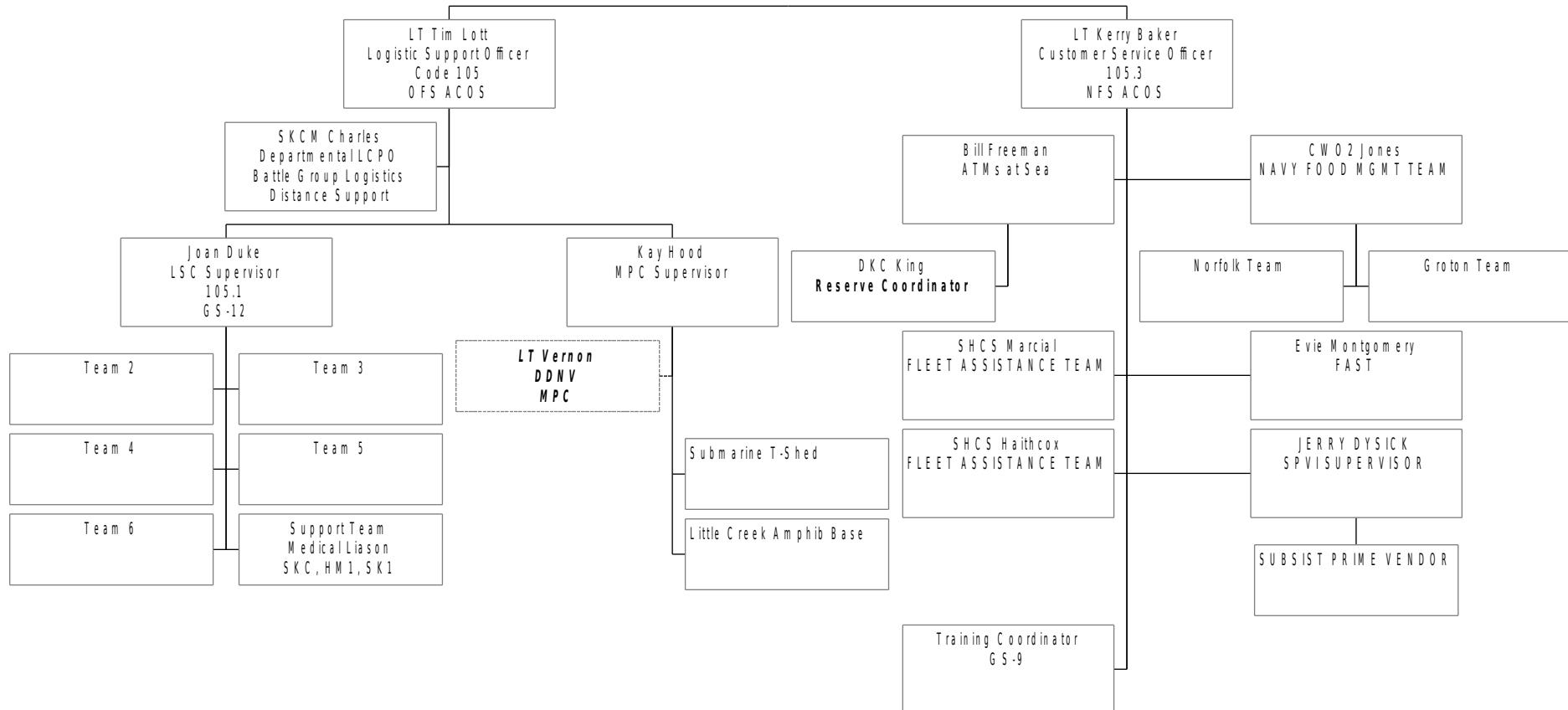
LSC Updates

LT Kerry Baker

***Ready. Resourceful.
Responsive!***

- BRAND NEW TEAM
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SERVICE TO THE FLEET



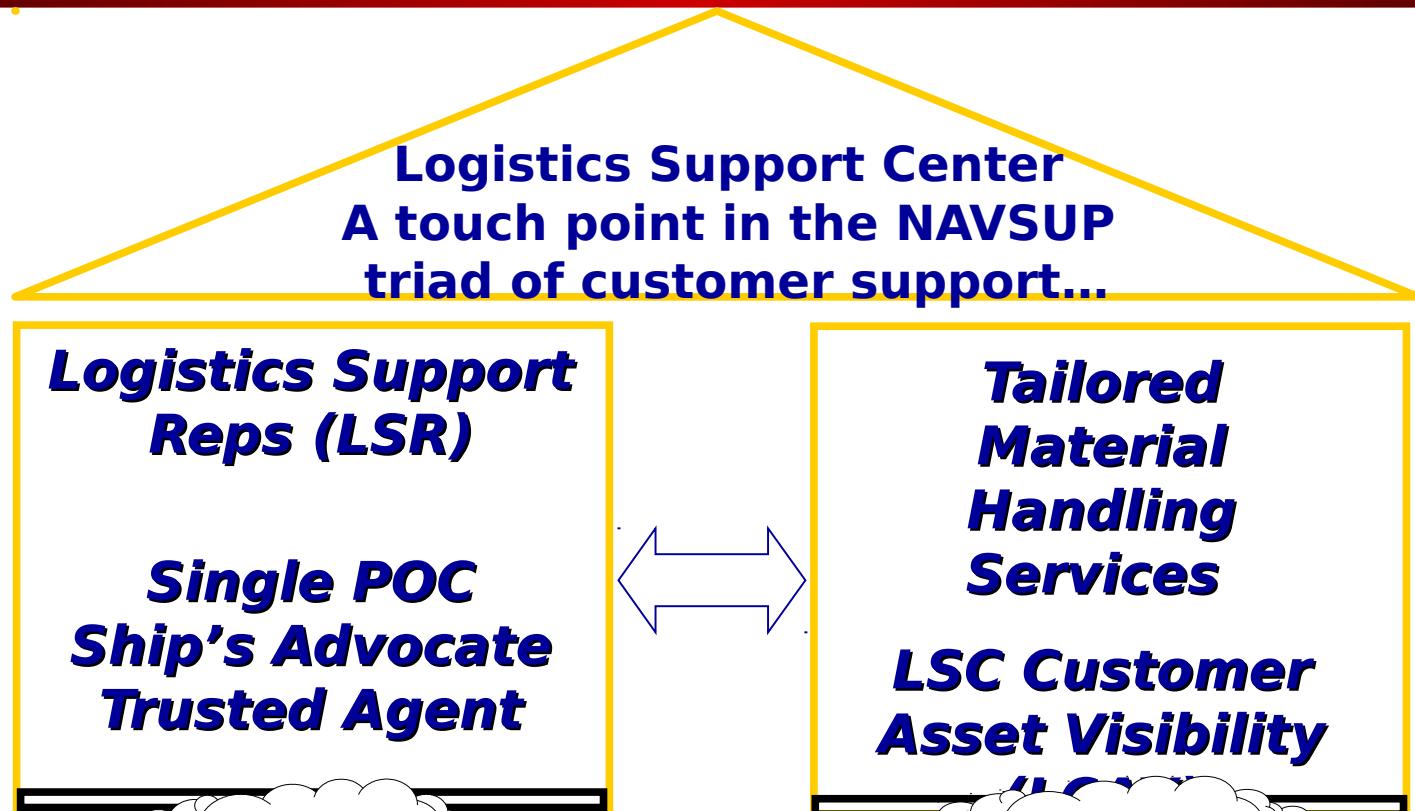
TODAY

■ **No longer just husbanding support**

■ **Current Services**

- ***Traditional LSC Support***
- ***NFMT/FAT***
- ***ATMs at Sea***
- ***FAST***
- ***Medical Liaison***
- ***Broker of TARP/ECAP***
- ***MPC***
- ***Training at NSCS***

Logistics Support Center (LSC)



Baseline support foundation of Standard Support Across LSCs

Material Processing Center (MPC)

Logistics Customer Asset Visibility (LCAV)

application Web enabled

- Application server and Oracle Database Server at NAVSISA in Mechanicsburg
- Repository for records of all MPC supported ships
- Uses non-RF *Symbol* scanners
- Robust functionality
 - Tailgates / automated location assignments / manifest creation / proof of delivery / online visibility of material in MPC
 - Customized material manifests
 - Metrics and management reports
 - AE1s, DRAs, TIRs, RIPs

NFMT / FAT

- ❑ Transitioned to LSC as a part of Transformation
- ❑ Will continue to provide same services
- ❑ Scheduling for both can be handled by the





Progress...NEW SPVI ADDRESS

UNCLASSIFIED//

R 061732Z JAN 04

UNCLAS //N04420//

MSGID/GENADMIN/FISC NORFOLK VA/PM S & L//

SUBJ/SUBSISTENCE PRIME VENDOR NORFOLK VA EMAIL CHANGE//

POC/JERRY DYSICK/SUPERVISOR/CODE 105/LOC:FISC NORFOLK VA

/TEL:(757)443-1207//

RMKS/1. SUBSISTENCE PRIME VENDOR NORFOLK VA HAS CHANGED EMAIL
ADDRESSES.

THE NEW EMAIL ADDRESS IS FISCN_SPVI@NAVY.MIL.

2. SUBSISTENCE PRIME VENDOR NORFOLK VA WILL MONITOR THE OLD ADDRESS
UNTIL 23 JAN 2004. AT THAT TIME, THE OLD ADDRESS SITE WILL BE
SECURED.//

TARP and ECAP

- ❑ Technical Assistance for Repairables Processes (TARP)
 - ❑ Contractors funded by NAVICP
 - ❑ Provide technical guidance on all aspects of repairables management

- ❑ Enhanced CHRIMP Afloat Program (ECAP)
 - ❑ Contractor funded by NAVSUP
 - ❑ Individual representative assigned to ship
 - ❑ Representative works with HAZMAT PO on all aspects of HAZMAT management



Distance Support (DS)

What is Distance Support?

- NAVSEA Managed Program**
 - Tool set and processes to enhance fleet support
 - Collaboration infrastructure
- Participants- NAVSEA, NAVAIR, SPAWAR, NAVSUP, FTSC's, Fleet, BUMED, BUPERS, and other Govt. Activities**
- 5 Program Areas**
 - NICC: Single Point of Entry for services or requests 7/24/365
 - Distance Support Portal
 - Source of Support (SoS) Network
 - Collaboration Tool Suite
 - Program Metrics

NAVSUP Role

- Joint partner in the NICC and a Source of Support Provider for Supply, Logistics and other Services***

TRIAD CONCEPT

Navy Integrated Call Center

- 24 hour gateway to the network of supply, logistics, and joint defense operations support providers.

NICC

LSC

OTS

3 Support Areas
Working as One

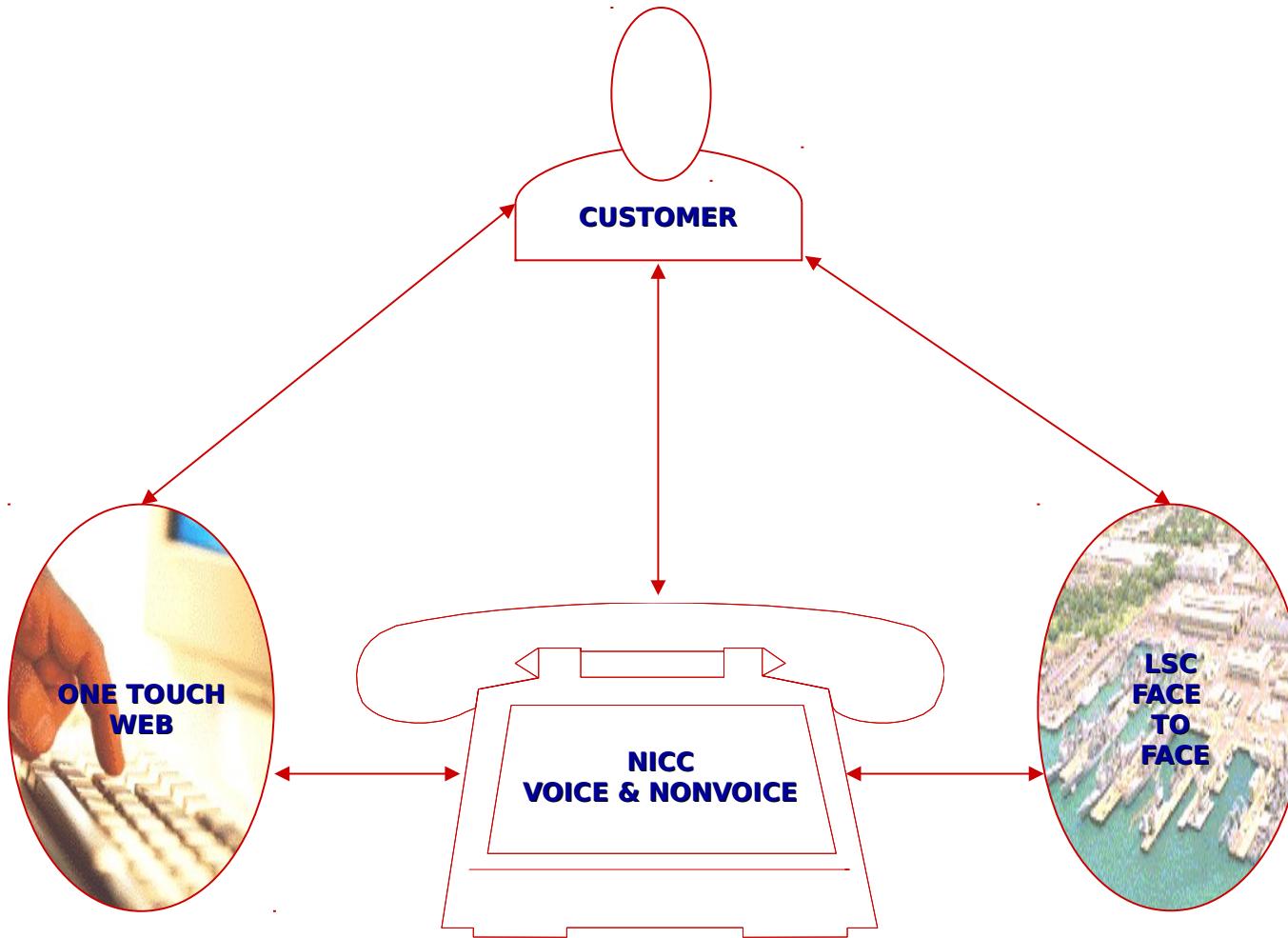
Logistics Support Center

- Waterfront/flight line husbandry.
- Supply assistance teams.
- Direct services facilitator and advocate.

One Touch Supply

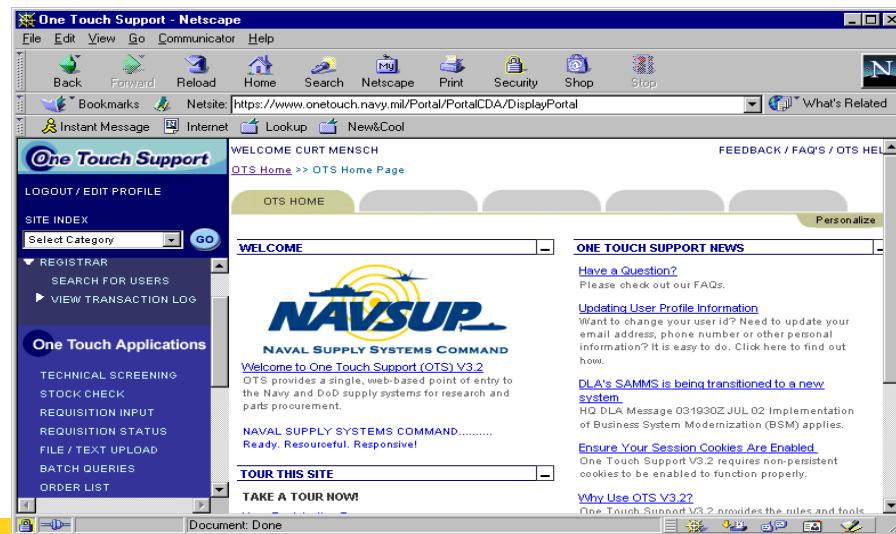
- 24 hour logistics information and support.
- Online supply inquiries, status, and requisition processing

TRIAD Concept



One Touch Support Web Overview

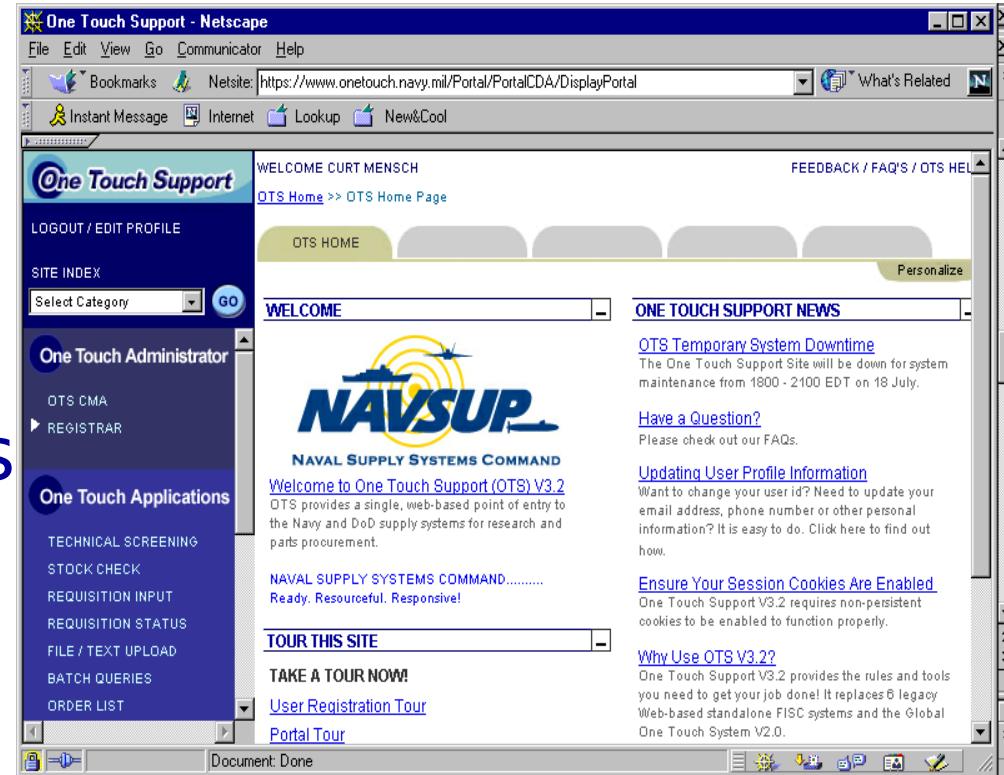
- ❑ Visibility and access to Navy & DoD supply data
- ❑ Single sign on for core supply functionality
- ❑ Access to e-Procurement through DoD Email
- ❑ Repository for Navy supply content
- ❑ Navy Web/Fleet firewall policy compliant
- ❑ Scalable, reliable, on-line help, site tours, feedback



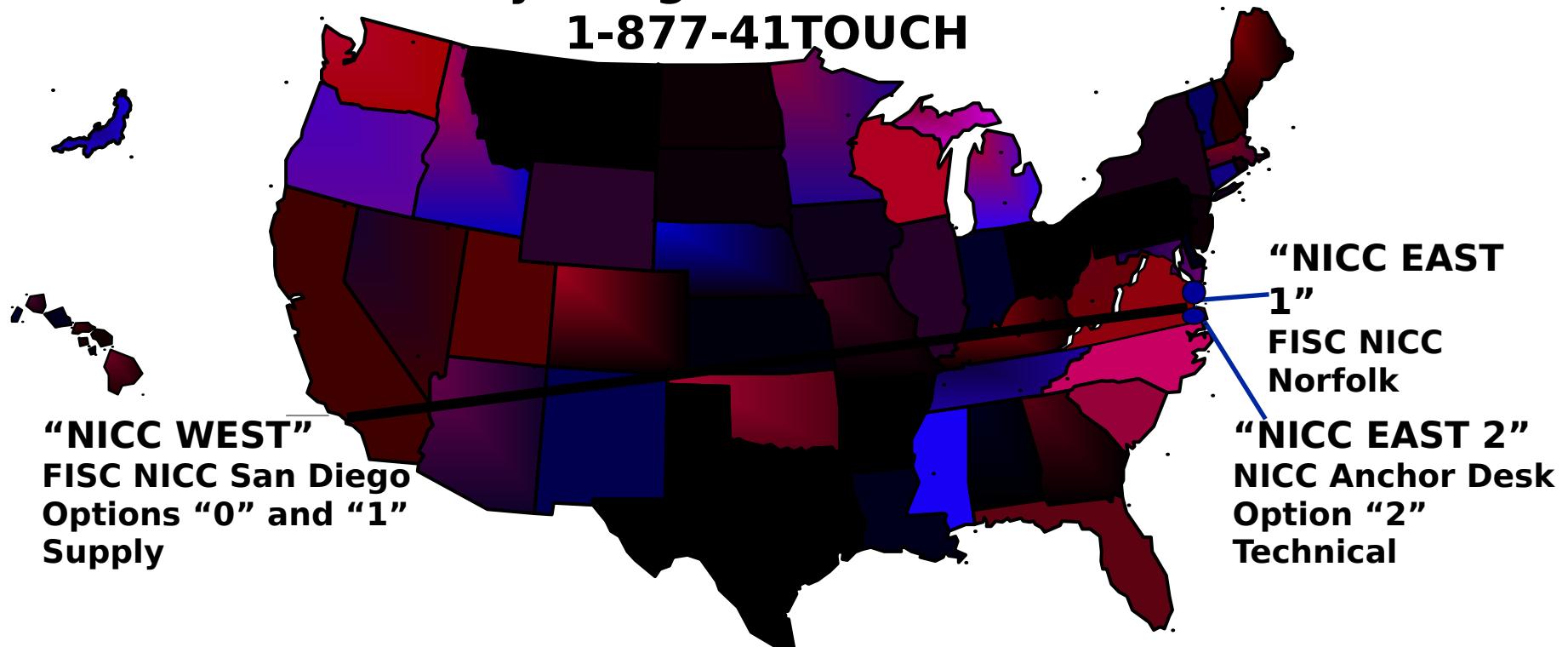
www.onetouch.navy.mil

OTS Capabilities

- ❑ Core Functions
 - ❑ Technical Screening
 - ❑ Stock Check
 - ❑ Requisition Input
 - ❑ Requisition Status
- ❑ Additional functions
 - ❑ Personalization
 - ❑ Business tabs
 - ❑ e-Procurement – Links
 - ❑ DoD Email
 - ❑ NAVICP Sites
 - ❑ ICPMART
 - ❑ Chesterton Pumps
- ❑ PKI Certificate will soon be required



Navy Integrated Call Center 1-877-41TOUCH



Interactive Voice Response (IVR) connectivity to:

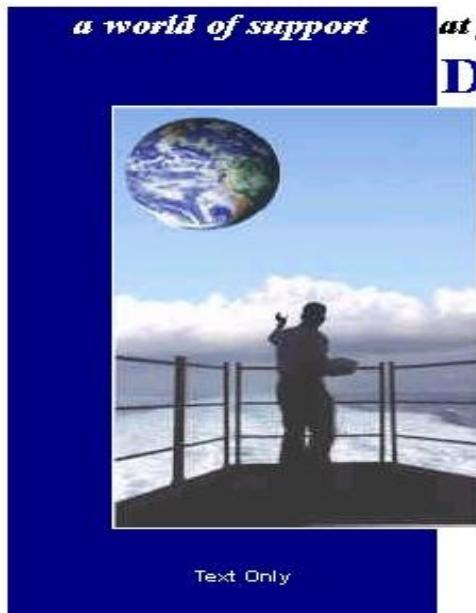
All 6 FISCs
All 12 NAVY DSS sites, NAVICP
NAVSEA ANCHOR DESK

Incoming calls received into San Diego are routed to first available Customer Service Representative (CSR) at either San Diego or Norfolk unless customer chooses Option 2 in which case the call will be routed to NAVSEA Anchor Desk.

Distance Support is . . .

- ❑ An innovative & integrated support system that:
 - ❑ Answers technical & personal questions
 - ❑ Resolves logistics problems
 - ❑ Resolves supply issues
 - ❑ Answers systemic problems
 - ❑ Improves equipment operability & maintainability
 - ❑ Enhances quality of service
- ❑ Includes efforts from LSC & NICC
- ❑ Both a Tool Set and a Process

Distance Support



Anchor Desk

I need to . . .

Talk to Someone Now

Click to find out how to reach the Navy's Integrated Call Center by phone, by email or Naval message.

Access the Portal

Click to access the Portal. Your window to a world of support.

Submit a Request

Click to submit an online distance support request.
Any question, Any subject.

Use Collaboration Tools

Click to learn about collaboration tools NetMeeting® and Sametime Chat®

Learn About Distance Support

Click to gain access to: Metrics, Request Forms, Training Material, Project Documentation, PDA Applets, Discussion Area and Collaboratorium.

Ask the Chief



Tips on Asking

Just type in your question and click "Ask"

View the Latest News, Happenings and Events

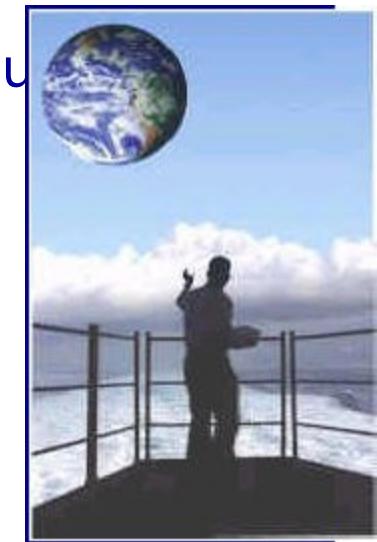
Catch the latest goings-on in the Distance Support world.

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[Access the Text Only](#) version of this website. The "Text Only" version has been designed to be handicap accessible
in accordance with [Section 508 of the Rehabilitation Act](#). [Submit comments about our website Here.](#)

Background

- CNO directed the development of Distance Support tools
- Current fleet support processes & data are disjointed
- Numerous methods of contacting Sources of Support (SOS)
- Not designed to replace current methods of su



Who's Involved?

- All major System Commands, FTSC, Fleet Commanders
- Industry
- Other support commands such:
 - NETC (Formerly CNET)
 - BUMED
 - BUPERS
 - DLA
 - Many others



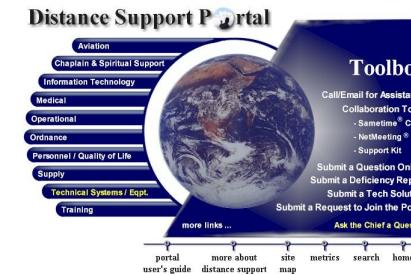
NIPRNet-vs-SIPRNet

❑ NIPRNet and SIPRNet

- ❑ Each is available on the Portal CD
- ❑ Install program prompts you to load one
- ❑ Header area of screen shows version number with “n” for NIPRNet or “s” for SIPRNet

❑ **NIPRNet - UNCLASSIFIED**

<http://anchor desk.navy.mil>
Provides access to One Touch Support



SIPRNet - CLASSIFIED

Schedule chat sessions thru Battle Group N4
FTSCLANT and FISC representative on-line to provide assistance



Access The Portal

Distance Support Portal

- Aviation
- Chaplain & Spiritual Support
- Information Technology
- Medical
- Operational
- Ordnance
- Personnel / Quality of Life
- Supply
- Technical Systems / Eqpt.
- Training



more links ...

portal user's guide more about distance support site map metrics search home

Toolbox

Call/Email for Assistance

Collaboration Tools

- Sametime® Chat
- NetMeeting®
- Support Kit

Submit a Question Online

Submit a Deficiency Report

Submit a Tech Solution

Submit a Request to Join the Portal

Ask the Chief a Question

Installed Locally on Ships or Accessed through Web Browser

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Please read the *Department of Defense Consent and Notice* and our *Privacy and Security Notice*.

Discussion

Fleet and Industrial Supply Center, Norfolk, Virginia

The Seafarer

Volume 4, Issue 5 Customer Service Bulletin January 2002

Shoots Marketing Video at FISC

hts, Cam

Distance Support Portal

Toolbox

SIPRNET CHAT

Support Representative
Logistics Support Center

1968 Gilbert Street
Suite 600
Norfolk, VA 23511-3392

(757) 446-1600
FAX (757) 446-1600
DSN 646-1234
Cell 286-1234

LSC@nor.fisc.navy.mil

LSR at your service



Hazardous Transshipments via Defense Distribution Depot Norfolk (DDN)

Defense Distribution Depot (DDN)
Provides hazardous transshipment services

Just contact
ESOC at 1-757-443-3389 email ddn@ddn.dla.mil
A specialist at 1-757-443-3389 email stamp@ddn.dla.mil

DDN Hazardous Transshipment Form

FOIA/VA/
FEDERAL CONFERENCE REMINDER /
OFFICERS, FOOD SERVICE OFFICERS, TRAINING
SUPPLY MANAGEMENT PERSONNEL
THE NAVAL SUPPLY SYSTEMS COMMAND WILL HOLD
A FEDERAL CONFERENCE ON APRIL 4, 2002 IN
THE CUSTOMER APPRECIATION DAY
DINING Facility, 1968 Gilbert Street, Norfolk, VA 23511-3392.
1400 REPRENTMENTS WILL BE SERVED AT THE
CONFERENCE. THE CONFERENCE IS FOR THE CUSTOMER
DELIVERED TO SHIPS IN THEIR LOGISTICS
NDWILL ALSO BE DISTRIBUTED BY THEIR LOGISTICS
SUPPLY PURCHASE CARD, POSTAL ISSUES
E. COLLINS, LSC FISC NORFOLK AT 443-1224
EGG, AT 440-1666. FOR RESERVATIONS, PLEASE
AT 443-1382/